GOVERNMENT OF INDIA
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
LOK SABHA

UNSTARRED QUESTION NO:3093
ANSWERED ON:21.03.2017
Online Portal for Complaints
Sahu Shri Lakhan Lal

Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

(a) whether the Government has started/proposes to start online portal for registering various types of complaints like electricity, water, hospital, road, etc.;
(b) if so, the details thereof; and
(c) the time by which the portal is likely to be set up across the country?

Answer

THE MINISTER OF STATE
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
(SHRI C. R. CHAUDHARY)

(a) to (c) : Yes Madam. The integrated portal www.consumerhelpline.gov.in registers all kinds for consumer complaints including complaints related to Electricity, Water etc. Complaints can be registered through telephonic calls received at the National Consumer Helpline Toll free No. 1800-11-4000 or short code 14404, SMS on 91-8130009809, and Consumer App, in addition to directly registering on the portal itself. The complaints related to Government Departments are moved to Nodal Officers of the Concerned Department/Ministry.
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